

SENIOR LEARNING COORDINATOR [MORAY]

RECRUITMENT PACK

Closing Date: 12pm, 28 March 2022

Interviews: 06 April 2022



**SOCIAL
ENTERPRISE
ACADEMY**

SENIOR LEARNING COORDINATOR [MORAY]

FULL TIME | 12 MONTHS FIXED TERM

£20,400 PLUS COMPANY BENEFITS | FLEXIBLE WORKING OPTIONS AVAILABLE

BASED IN THE MORAY REGION (WORKING FROM HOME WITH THE OPTION TO WORK OCCASIONALLY IN OFFICE SPACE IN ELGIN AND/OR FORRES)

Thank you for your interest in our new Senior Learning Coordinator (Moray) role.

In many social change contexts, people assume that if one is provided with business advice and investment, social entrepreneurship will emerge. We believe that there is a third element – equally important - the provision of transformational learning and development. Our learning programmes focus on the development of practice: the practice of leadership and the practice of entrepreneurship. We support people to turn up as their best selves.

With an 18 year track record of successful delivery in Scotland, the Social Enterprise Academy has been sharing its business and learning delivery models for the past 9 years with international partners through a social licence approach.

We are looking for a customer focused, friendly, helpful and well-organised Senior Learning Coordinator (Moray) to support us in delivering learning programmes in the Moray region as part of the Wide Horizons, Working in Social Enterprise project. This project will provide learning programmes and experiences to enable unemployed people to move into volunteering, training and employment in social enterprises and other ‘impact’ organisations.

Your role will be to support the Project Manager (Moray) by liaising with learners, clients, venues, facilitators and speakers to make the arrangements for programmes. You will be a key point of contact for learners and for general enquiries, and will be responsible for keeping our learner and programme information up to date and accurate. You will work collaboratively with the Project Manager (Moray) to coordinate learning programmes from start to finish.

Working closely with our Global Learning Lab, your team will lead the way in demonstrating high quality programme delivery and customer service which will be used to support new social franchise Hubs.

You will be joining the Academy at an exciting time as our Team in Scotland grows and as we develop as a social franchise and expand delivery of our programmes internationally.

We are looking for someone up for working with vibrant, entrepreneurial and dedicated people and colleagues and with a good value-fit with our organisation.

Having the right mind-set, attitude and approach is as important for us as having the right experience and skills. We appreciate that the best person might not have all the listed criteria yet, so if you feel your experience and skills will help you to make a great contribution in this role and you have the right mind-set, we would welcome an application from you.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Neil M', with a long horizontal flourish extending to the right.

Neil McLean

Chief Executive
Social Enterprise Academy

JOB PURPOSE

1. To support the Wide Horizons, European Social Fund Employability project. 100% of time to be spent on the European Social Fund Employability Moray project.
2. To support promotional activities and the development of the project for the Social Enterprise Academy in Moray
3. To ensure the successful delivery of the learning programmes
4. To support learners in their journey on the programme

MAIN RESPONSIBILITIES

PROGRAMME CO-ORDINATION- 65%

- To make all arrangements for learning programmes, activities and events including reviewing and collating programme resources, liaising with internal and external suppliers such as venues, catering, couriers, printers, facilitators and technical support
- To manage and maintain learner and programme details on the Online Learning Platform and Hanlon database, including updating pages, adding resources and handling learner enquiries
- Communicate with all learners throughout their time on programmes
- Work closely with the Project Manager (Moray) to assess suitability of learner referrals
- Work closely with the Project Manager (Moray) to identify and engage with all facilitators delivering programmes
- To liaise closely with and support facilitators to ensure all resources and other facilitator requirements are met, producing high quality and accurate programme materials as required
- To liaise with clients and partners where required
- To support the Quality and Qualifications Manager with internal and external quality assurance processes
- To support learners who wish to be accredited with registration, submissions, resulting and certification through internal systems and City & Guilds platform
- To collect, input and collate learner feedback and evaluation data
- To monitor and update KPI data for internal and external reporting

MARKETING & COMMUNICATIONS 25%

- Work closely with the Project Manager (Moray) to generate learner referrals
- Maintain relationships with key players in social enterprise and employability in Moray
- Work with the Global Learning Lab to design appropriate marketing and sales material for the project
- Support all promotional activity and campaigns
- Support other sales and marketing activities as required

CONTRACT MANAGEMENT SUPPORT – 10%

- Work closely with the Project Manager (Moray) to ensure high quality delivery, accreditation, monitoring and evaluation of the programmes
- Work closely with the Project Manager (Moray) to ensure key targets and KPI's are met within the contract timescale
- Work closely with the Project Manager (Moray) to ensure targets are delivered and accurately reported to funder and in line with organisation requirements

PERSON SPECIFICATION

ESSENTIAL

- Demonstrable administration/coordination experience
- Ability to adopt a positive, optimistic, can-do and upbeat approach
- A need for accuracy, strong attention to detail and commitment to deadlines
- Excellent IT skills; Microsoft Office; Word, Outlook Excel, Access and PowerPoint
- Organised multitasker, enthusiastic and efficient
- Ability to forward plan and react to changing priorities
- Innovative problem solver
- Strong sense of responsibility with an ability to work independently with minimal supervision in a fast paced and changing work environment
- Excellent oral and written communication/interpersonal skills across all levels
- Possess the ability to build relationships with stakeholders easily and quickly
- Ability to manage data and to collate and present information clearly, concisely and efficiently
- Knowledge of the Social Enterprise business model and commitment to its values
- An understanding of and commitment to the values of equality of opportunity and diversity
- Creative, enthusiastic and determined to produce high quality work
- Able to contribute your ideas and respond positively to feedback
- Positive manner with an interest in personal development

DESIRABLE

- Experience working on ESF projects
- Learning and development background
- Marketing and/or communications experience
- Experience of working in Employability/Youth work or similar
- Knowledge of Social Enterprise/the third Sector in the Moray region
- Hold a full, clean UK driving licence

MANAGEMENT AND SUPERVISION

- You will report to the Head of Sustainable Business
- You will be part of the Operations and Partnerships team and also collaborate with the full Social Enterprise Academy team

OUR COMMITMENT TO DIVERSITY AND INCLUSION

- We believe that having a diverse and inclusive staff makes for better discussion, better decision making and better organisational impact. It also better reflects the people, businesses and communities we support.
- The Social Enterprise Academy is committed to the active promotion of Equal Opportunities and the living wage as an employer and in the provision of services to the community
- As part of our commitment to diversity and inclusion we are taking active measures to improve and ensure that our recruitment process is accessible and inclusive

When you apply for a job with us, you can know that:

- The advert language has been pre-assessed for gender bias
- Our application form is in word document format, with alternative formats available upon request
- We are happy to discuss reasonable adjustments for your application and/or interview process
- We anonymise applications ahead of the shortlisting process

TERMS & CONDITIONS

- 35 hour working week with 1 hour unpaid lunch break each day and the option for flexible working
- A willingness to travel within Scotland and be flexible to meet the demands of the role is essential
- Annual leave entitlement is 25 days plus 10 public holidays
- Staff benefits include a company pension, an employee assistance scheme and learning and development opportunities
- Notice period – 1 month

HOW TO APPLY

- Complete the application form and the equality and diversity monitoring form
- Send your application form and equality and diversity monitoring form in **Word document format** to seahr@socialenterprise.academy by 12pm, Monday 28 March 2022
- Please note that interviews will take place via Zoom on 06 April 2022

More information available at: <https://www.socialenterprise.academy/scot/join-the-team>

If you have any questions or if you would like to discuss any reasonable adjustments for the application or interview process please get in touch:

[Lanagh Taylor](#) | 0131 243 2670 | seahr@socialenterprise.academy





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leadership | enterprise | learning | social impact

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WE WOULD LOVE TO HEAR FROM YOU!

For more information, please contact:

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